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January 17, 2014

Mr. James M. McDaniel  
Program Manager for Telecommunications  
State of South Carolina  
Office of Regulatory Staff  
1401 Main Street, Suite 900  
Columbia, SC 29201

RE: Frontier Communications of the Carolinas, Inc. – 4th Quarter Service Quality Report 2013

Dear Mr. McDaniel:

Attached you will find a summary of service indexes for the 4th quarter services provided by Frontier Communications of the Carolinas Inc, f/k/a New Communications of the Carolinas. All results are in compliance with the South Carolina Public Service Commission's objectives with the exception of:

**Percent OOS cleared within 24 hours**

Trouble volumes continue to be high, although decreasing due to preventive maintenance efforts. Technicians hired and trained continue to produce positive results. This quarter was our best of the year and continued improvements are expected.

**Percent Repair Calls Answered W/I 20 Seconds**

Weather events drove higher repair call volumes. In addition, the consultants were using a new operating system which increased the average handle time. The call center has increased overtime, and continues to exercise schedule optimization in relation to call volume distribution in order to meet the service objective.

If you have any questions or concerns, please do not hesitate to contact me at: 585-777-5823.

Sincerely,

A handwritten signature in cursive script that reads "Deborah Fasciano".

Deborah Fasciano  
Frontier Communications

Enclosure

Cc: Jocelyn Boyd, Chief Clerk/Administrator – PSC  
Christopher Rozycki, ORS

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**Frontier Communications of the Carolinas Inc.**  
**South Carolina**  
**January to December 2013**

Objective	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
<b>Installation</b>												
Held Prim Svc Ords Over 30 Days	0	0	0	0	0	0	0	0	0	0	0	0
Held Regrade Ords Over 30 Days	0	0	0	0	0	0	0	0	0	0	0	0
% Regular Svc Install W/I 5 Days	99.9	99.9	99.9	100.0	99.9	99.8	99.8	99.8	99.8	99.5	99.8	99.8
Service Ord Commitments Met	93.2	91.4	87.9	90.1	89.2	83.3	81.0	82.9	84.8	89.4	96.1	97.3
<b>Maintenance</b>												
% OOS cleared within 24 Hours	46.2	41.6	39.4	40.1	41.6	36.5	31.0	25.3	48.4	57.5	60.57	49.51
<b>Service Response</b>												
% Dial Tone W/I 3 Seconds	99.98	99.99	99.98	99.99	100	99.99	99.98	100	99.99	99.99	99.99	99.99
% Repair Calls Ans W/I 20 Seconds	79.0	85.9	85.7	89.8	70.7	78.0	71.2	80.5	74.0	81.4	83.4	72.1
% Toll/Opr Asst Calls Ans W/I 10 Sec	97.2	96.8	96.9	96.7	94.7	97.2	97.1	95.2	95.0	93.6	98.2	98.7
DA Ans Time (% W/I 30 Seconds)	97.2	97.4	97.1	97.6	96.6	97.3	96.6	96.5	95.4	95.1	96.7	96.7
<b>Switching / Central Office</b>												
Total Access Lines (X 1000)	78	80	79	78	77	77	76	75	75	71	74	73
Interofc Call Failure Rate	0.41	0.00	0.00	0.06	0.08	0.04	0.04	0.04	0.12	0.02	0.02	0.03
Intraofc Call Failure Rate	0.00	0.00	0.00	0.01	0.00	0.00	0.02	0.01	0.00	0.00	0.00	0.00
Cust Ntwk Trbl/100 Lines	2.14	1.54	1.54	1.67	1.95	2.35	2.93	2.82	2.28	2.51	1.42	1.39